



Cancelations and Returns Policy

REQUIREMENTS OF INFORMATION

In order to be able to process payments for the services acquired on this website, it is required by the user, who provides, at the time of purchase, a credit card. During the process to complete this payment, the user must provide the credit card number, expiration date, name and CVV2 code, as it appears on it. Additional information could include; but not exhaustively the billing address of the credit card (billing address), a valid email address and telephone number of the buyer, and the exemption from the sales tax, when applicable.

CONFIRMATION OF THE CREDIT CARD

During the purchase process and once the requested fields have been requested and filled out, the platform will connect with the company designated to process the payment for the services purchased. This connection will be used using the current security protocols. In case the transaction is positive, that is, accepted by the payment processor, it will send a confirmation or authorization number of the transaction. This number will be included in the document where the services acquired by the user are established.

STORAGE OF CREDIT CARD INFORMATION

The aforementioned fields and information to be able to complete the transaction **WILL NOT BE STORED** on our servers, only the four (4) last numbers of the card, as well as the confirmation or authorization number of the transaction will be saved for reference purposes.

DELIVERY OF SERVICES

Once the confirmation of payment has been received by the designated company, the corresponding documents certifying the acquisition of the contracted services will be issued. The delivery of services that are remunerated with payments by credit card will be subject to the receipt of confirmation of the total payment in the sole discretion of **WE ASSIST CORP.** The normal confirmation period fluctuates from 2 to 4 business days.

TERMS AND LIMITATIONS OF THE TRANSACTION

WE ASSIST CORP. accepts responsibility in all aspects related to the transaction including the sale of the services offered on this website, customer services, support, dispute resolution. By using your credit card to pay for your services, you confirm that you are the owner of the card used or that you have full authorization from the cardholder for its use. Every credit card holder is subject to validation and authorization checks by the card issuer and we are not obligated to inform you of the reason for any rejection. **WE ASSIST CORP.** does not admit any responsibility on the part of the issuing entity, nor for charges imposed on your card as a result of the processing of your payment, in compliance with your instruction. In addition, we will not be responsible for any loss you may incur when transmitting information to **WE ASSIST CORP.** by internet link or by email. **WE ASSIST CORP.** does not accept any liability for losses, partial or total, and will be your sole responsibility.



CANCELLATION AND RETURN

If you change your mind about buying our services and cancel, send us an email to contact@weassistgroup.com In a period of 72 hours prior to the registered departure date of your trip, we will refund the cost of the transaction, and taxes, if any. The refund will be made by the same payment method that you used when buying our services. We will not issue refunds, when the request for cancellation is received by us once the validity of the issued document has begun. It is at the sole discretion of **WE ASSIST CORP.** any other decision different from the one expressed herein.

EXCHANGE RATES

The transactions offered on this site are based on US \$ (American Dollars). In the event that, for operational or legislative reasons, the application of other rates than those mentioned is necessary, the following should be taken into account:

Exchange rates are based on various sources available to the public and should be used only as a guideline. The accuracy of the fees is not verified, and the actual rates may vary. It is possible that currency quotes are not updated daily. It is considered that the information provided by this application is accurate, but **WE ASSIST CORP.** and / or its affiliates do not guarantee or endorse said accuracy.

The user is advised that, when using this information for any financial purpose, consult a qualified person to verify the accuracy of the exchange rates. The company does not authorize the use of this information for any purpose other than its personal use and the resale, redistribution and use of this information for commercial purposes is expressly prohibited.

CONTACT

In case of questions or to communicate with the company, please send a mail message or correspondence to:

WE ASSIST CORP. ,

Address: Financial Center Tower, 17th Floor. Elvira Mendez Street, Panama, Panama

Phone: (507) 396-1010

Email: contact@weassistgroup.com

Website: www.weassistgroup.com